

Case Study

Homeless Female



Working to prevent and end homelessness
in Surrey Heath & Surrounding Areas

A lady in her 30's had been street homeless in Camberley town centre for over three years. When The Hope Hub opened in 2018, the team outreached to her weekly, providing food and toiletries and offering support. It took many months to build up a relationship of trust but over time, the team were able to support the lady to start making changes to her life. In Christmas 2018, we were able to secure benevolent funding to put her in a hotel for 3 nights and she was over the moon.

When we moved to our new larger premises in April 2019, she felt more confident and began to want to engage and use our CRISIS facilities, enjoying a shower, having a hot meal and being able to do her laundry.

The Hope Hub team worked tirelessly to change her situation including helping her to apply for Universal Credit, secure her ID, help her open a bank account, be her safe address and support her with intervention working with the local authority. In December 2019, we were able to secure another grant and in partnership with the Local Authority, able to put her in temporary accommodation over the Christmas period for 9 nights. This had a profound impact on her and she realised, she did want to have her own home.



In late/Feb/early March 2020, we assisted her to successfully bid and secure a property through the local housing register. Her Caseworker accompanied her to the viewing and agreed with the housing provider the works needed and a provisional move in date. Everyone was very excited for her!

Regrettably, the move in date was delayed due to maintenance work and the onset of COVID-19 took hold. Once again, we partnered with the Local Authority and benevolent funders to secure funding to put her in emergency accommodation at the start of Lockdown and then intervened with the House Provider to allow her to move in ahead of the maintenance works being finished. This was agreed and The Hope Hub were delighted to

help her move into her new home ensuring that all safe protocols were observed correctly. The Hope Hub put out a shout for items of furniture. People responded brilliantly donating many items including a bed, sofa, chairs and dining table. In addition, The Hope Hub was able to secure a grant to pay the required deposit for the property and funding to help the lady to purchase her own of soft furnishings and other essential items.

She was absolutely thrilled to move in and although it took a bit of time to adjust, she has done so well and even made her own net curtains!

“Thank you EVERYONE at The Hope Hub. You have helped me change my life for the better. You have been such a support and thank you to everyone for the fantastic food parcels and menus during lockdown. I particularly liked the quizzes and art books you sent too”.

This is a good example of how The Hope Hub is committed to prevent and end homelessness in our community. The Hope Hub team works hard to ensure all of our Clients are supported and helped to improve their situation and be the best they can become.